

INTRODUCTION

The FSA Enterprise Change Management (ECM) Metrics Lead reports monthly summary and application specific data of FSA change control activity to application teams and FSA managers in order enable a better understanding of FSA change control activity. These metrics provide valuable data that can be used to improve the overall CR process and accentuate any problem areas in the data center environment. This data provides information to allow for fact-based discussions on CR activity. Properly developed and communicated metrics reports enable FSA to obtain full benefit of the ECM tool.

The User CR Metrics Lead primary objectives are to:

1. Produce Monthly ECM Metrics Reports.
2. Meet with FSA management and application leads to review monthly CR activity.
3. Proactively develop useful Metrics data to better serve ECM stakeholders.
4. Assist ECM users in development of user-defined queries.

JOB SUMMARY

The ECM Metrics Lead is an expert in the ECM tool and process and has a firm understanding of the Virtual Data Center (VDC) change request process. The ECM Metrics lead produces monthly ECM Metrics Reports and meets with various FSA Management and application teams to review and communicate the value of the information. The ECM Metrics lead works FSA (eCAD, CIO, and IT Services), Mod Partner and VDC to develop useful Metric reports to capture and summarize ECM data in a useful and meaningful manner. The ECM Metrics lead works with VDC to resolve any ECM and Global Change Activity Request System (GCARS) CR activity discrepancies. The Metric lead will also work with the Rational to understand the latest Metric capabilities available within the Rational Suite of tools. The Metrics Lead will also help ECM users produce user defined queries in order to pull any ECM data.

The following documentation is used by the Metric Lead to accomplish their responsibilities:

1. ECM Infrastructure Process Guide
2. ECM Tool User's Guide
3. ECM Metrics Report Template
4. ECM Metrics Report Instructions
5. CSC Change Management Process Briefing
6. CSC Change Control Process Overview

RESPONSIBILITIES

| Category | Responsibilities |
|-----------------------|---|
| ECM Tool Use | <ul style="list-style-type: none"> • Obtain Expert Level understanding of the ECM Tool • Understand how to use queries to extract data from ECM Tool |
| Process Understanding | <ul style="list-style-type: none"> • Gain a deep understanding of the ECM change control process • Gain a deep understanding of the VDC Change Management process |
| Process | <ul style="list-style-type: none"> • Maintain an up-to-date understanding of the ECM and VDC processes in order to |

Role Description – ECM Metrics Lead

| Category | Responsibilities |
|---------------------------|--|
| Management | ensure Metrics data reflect most recent process. |
| Communication and Support | <ul style="list-style-type: none">• Present monthly reports to FSA, Mod Partner and VDC Management• Provide ECM user's expert guidance in developing ECM queries. |
| Development | <ul style="list-style-type: none">• Develop any new Metrics Reports Requested by ECM User's |

COMPETENCIES AND SKILLS

- **Communication Skills** – Need to be clear and concise, both in written and oral communications and be able to brief information at the executive level. Must be able to drive discussion to resolve matters concerning conflicting data reports.
- **Subject Matter Expert** – Must have expert understanding of Rational ClearQuest and MS Excel and have general knowledge of statistics. Must be able to answer the ECM User community's questions on ECM tool functionality and be able to answer questions on ECM process and VDC change control process.
- **Problem Solving** – Must be detailed oriented and possess strong mathematical skills.
- **Attention to Detail** – Be thorough, consistent and detailed in development of monthly metrics reports.
- **Follow Through/Responsiveness** – Provide reports in a timely manner and respond to all requests in a timely fashion. Must be proactive to continue to produce meaningful reports for the ECM Stakeholders.
- **Availability** – Be able to allocate a defined percentage of time to the ECM Metrics Role.